

SECURITY[®]

FOR BUYERS OF PRODUCTS, SYSTEMS AND SERVICES

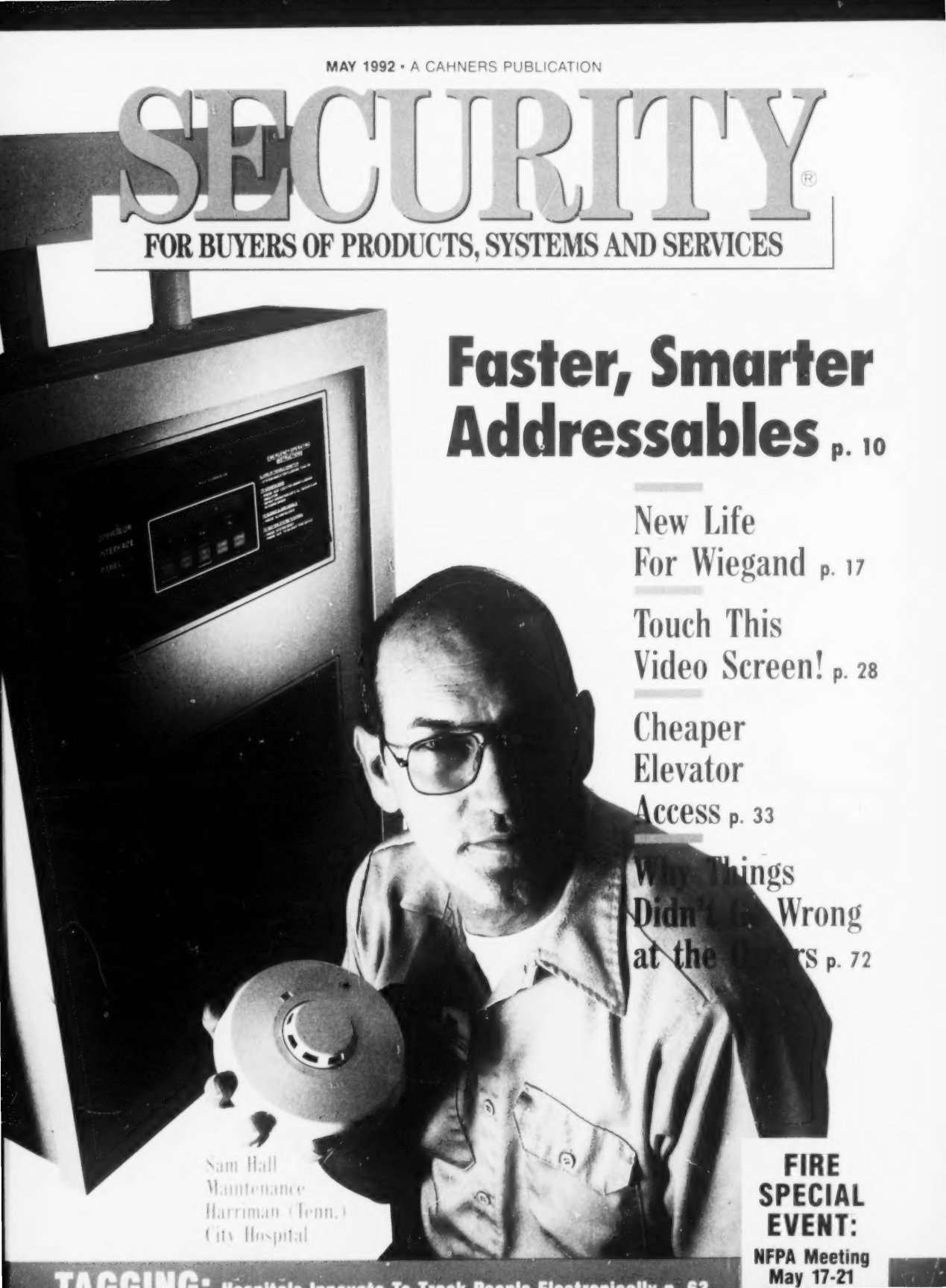
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New Life
For Wiegand p. 17

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Cheaper
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Access p. 33

Why Things
Didn't Go Wrong
at the Olympics p. 72



Sam Hall
Maintenance
Harriman (Tenn.)
City Hospital

**FIRE
SPECIAL
EVENT:**

NFPA Meeting
May 17-21

TAGGING: How It's Done To Track People Electronically p. 63

SECURITY®

FOR BUYERS OF PRODUCTS, SYSTEMS AND SERVICES

VOLUME 29

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COVER: Sam Hall with Hariman City Hospital sees fire protection including addressables as essential to life safety systems. **10**



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NEWS

Reports and incidents that impact asset protection.

SIA Names Product of the Year: Robot's HyperScan

The HyperScan Digital Picture Transmission System from Robot Research, Inc., San Diego, Calif., is "Product of the Year", according to attendees at the industry's ISC West, held earlier this year. Runner up: the VGER2010 from Voyager Security Systems of Morgan Hill, Calif., a "next generation" wireless product with spread spectrum radio signalling.

The technology honor is part of an innovative College of New Products program, produced by the Security Industry Association (SIA).

Using a multi-media presentation, the College is an ongoing forum for the most technologically innovative security products to enter the market each year. It includes independent judging and preference voting by conference attendees.

According to Robot, HyperScan offers significantly faster transmission speed and

sharper picture resolution than conventional long-distance picture transmission systems. It's a PC-based system that allows users to store, recall and receive high-resolution, high-speed video pictures that can be transmitted over ordinary phone lines, cellular and radio links or the ISDN network. ■

For More Information

College of New Products	Circle 1
HyperScan from Robot	Circle 2
Security Industry Association	Circle 3
VGER2010 from Voyager Security Systems	Circle 4

FAXed Alerts Combat Hijackings

Following an interesting cooperative trend set by the insurance companies which recently formed the National Insurance Crime Bureau, the National Freight Claim and Security Council of the American Trucking Associations announced formation of a FAX-delivered national theft alert program.

The theft network provides a stolen tractor/trailer description via FAX to nearly 1,000 contacts, thanks in part to the assistance of the National Association of Truck Stop Operators and state agencies operating weigh stations.

The Council has visibly in-

creased its initiatives to fight a recent outbreak of theft, pilferage, worker's compensation fraud and hijacking. More details? Circle 5. ■



"Improvements spur retrofit upgrades and integration," says SECURITY Publisher Jack Hollfelder.

Renovation Spending Grows

"The Commerce Department's unique, once-every-three-years study of the nation's nonresidential buildings points to stronger than ever specifying and buying of retrofit security, life safety and integrated systems," says SECURITY Magazine Publisher Jack Hollfelder.

Based upon Census Bureau figures, the report estimates \$93 billion was spent for improvements and repairs to nonresidential buildings in 1989 — about 20 percent growth compared to \$78 billion spent in 1986.

Recession Benefits

"America's slowly-receding economic recession will be viewed as a minor setback for such strong growth, and may help encourage more investment in technology and physical improvements," says Hollfelder. "Specific to

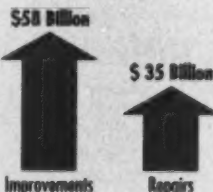
IN BRIEF

The number of full-time state and local law officers grew 28,500, or 5.4 percent, from 1987 through 1990, increasing from 528,300 to 556,800, says the Bureau of Justice Statistics (BJS). □ Washington, D.C.-based American Society for Industrial Security will hold its Physical Security Technology & Applications Conference at Harbor Court Hotel in Baltimore, Md., June 15 to 17. □ Cactus poacher John R. Yates, leader of a gang of cactus rustlers, was sentenced in federal court last month to 46 months imprisonment, says Justice Department officials. □ Protection of Assets Manual is a one-source management guide to cost-effective security programs. More details: The Merritt Co., Dept. D38505, P.O. Box 955, Santa Monica, Calif. 90406. □ Factory Mutual Engineering and Research Loss Prevention Data Books have expanded to 11 volumes this year. More details? Factory Mutual Engineering Corp., Attn.: Order Processing, P.O. Box 9102, Norwood, Mass. 02062; or order by credit card by FAXing Factory Mutual representatives at (617) 762-9375.



The HyperScan Digital Picture Transmission System from Robot Research is Product of the Year in the industry-sponsored College of New Products.

RENOVATION SPENDING



Source: U.S. Census Bureau

Annual spending in nonresidential buildings in 1989.

SECURITY NEWS

security, improvements include hardware and systems access control, CCTV surveillance, inside and perimeter intrusion and improved life safety systems. Renovation also as building owners look more closely at integrated security and building systems and their advantages."

An additional \$83 billion was spent on construction of new nonresidential buildings. Yet, the comparison of improvements to new construction varies widely by the type of building. ■

Campus Victim Gets \$1.6 Million

As foreseen in exclusive SECURITY Magazine coverage of campus crime, increased political, legal and victims' rights attention has increased court and jury awards in cases of negligent security at colleges and universities.

In late March, for instance, one of three rape cases pending against the University of Southern California (USC) ended in a jury award of \$1.6 million. At SECURITY Magazine press time, the jury was still deliberating over punitive damages which could push the cash award even higher. USC maintains it provided adequate security in the 1988 incident. ■

\$1 Million Reward in Museum Theft

The Washington, D.C.-based Investigative Services Group is placing advertisements in U.S., European and Asian newspapers, reminding readers of a \$1 million reward for information about



Sensormatic Electronics donates \$50,000 to the National Center for Missing & Exploited Children (NCMEC). Among Center concerns: infant abductions from hospitals and health care facilities. Pictured from left to right, John Rabun, NCMEC Vice President; Terry Price, Group Vice President, Industrial Division of Sensormatic Electronics; Dr. Daniel D. Broughton, Chairman of the NCMEC Board and Head of Community Pediatrics, The Mayo Clinic; and Ralph Parilla, NCMEC Board Member.

the \$200 million art theft two years ago at the Boston Gardner Museum. ■

Bankers Certify Security Officers

Nearly 200 security officers are now Certified Financial Services Security Professionals (CFSSPs) through the Institute of Certified Bankers, according to the American Bankers Association.

"Certification proves security expertise and marks a giant step toward complying with the Bank Security Act's Regulation P," says Boris F. Melnikoff, chairman of the CFSSP Advisory Board. Federal Reserve Regulation P mandates that every bank has an assigned security director who reports directly to the board of directors on the bank's written security policies.

"The certification program

goes a long way in preparing security personnel to confront these crucial issues as well as enhance professional practices among bank security personnel," said Melnikoff, who also is senior vice president, Wachovia Corporation, Atlanta.

The Institute launched the certification program a year ago. ■

Pentagon TV Has Classified News

A secret television network, broadcasting from the Pentagon, creates and sends programming — including classified documents — to 20 U.S. sites. The Joint Worldwide Intelligence Communications System, first on the air during the Middle East war, contains a 45-minute daily briefing by Rear Admiral Mike McConnell, intelligence directorate for the

Joint Chiefs of Staff. It uses encrypted television signals and secure telephones and will extend to about 75 worldwide sites soon.

The Central Intelligence Agency also is considering starting up a television network or joining the Pentagon network. ■

Social Security Plugs Leaks

In late February, Social Security Administration Commissioner Gwendolyn S. King sent a letter to employees warning them "not to use records to obtain or release information" on anyone outside official needs.

Employees were earlier indicted for selling file information to private investigators. ■

But Dead Get Paid

Each year, nearly 175,000 dead people elude a sophisticated computer checking system and continue to receive Social Security benefit checks, according to auditors in the Department of Health and Human Services. The Death Alert Control and Update System, managed in Baltimore, receives state death records and matches them against the Social Security rolls. ■

Brain Machine Betters Polygraph

Machines that track event-related potential (ERP) brain waves may be more reliable than the polygraph, according to researchers at the University of Illinois. ■

Compliance Ignites HAZ-MAT Purchases

Once an oddity outside chemical production plants, hazardous materials (HAZ-MAT) response equipment is finding its way into environmentally-conscious, safety-aware buildings ranging from dentists' to corporate offices.

Hazardous materials kits and spill absorbers are among the market's mainstream products.

Kits are typically "generic" — they're intended to address most hazards. They usually contain disposable clothing and gloves, a spill control product, a cleanup product and a disposal container.

"The principle behind these kits is that once you're done using one, everything in it is disposable," says Mike Neely, technical representative, Lab Safety Supply, Janesville, Wis.

Companies become more HAZ-MAT aware as they try to comply with environmental regulations, according to Neely.

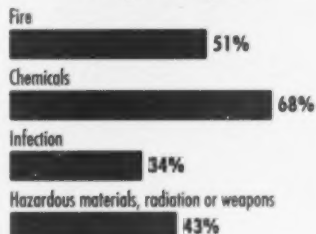
"Workers don't just flush oil or battery acid down a drain or sewer anymore," Neely says. "They try to clean it up and, if appropriate, recycle it."

Sand- and clay-based cleanup materials are still in use. Newer wares, however, attract users. Polypropylene, a shredded plastic that absorbs spills, is one addition to the cleanup line. It's often mixed with neutralizers, too.

Barco Products Co., Batavia, Ill., recently introduced Petro-Free, an OSHA-approved granule which absorbs oils, hydrocarbons and other petroleum-related

SECURITY PROTECTS AGAINST HAZARDS

Among purchasers, protective clothing shields against:



Source: SECURITY Magazine

Fire is just one of many hazards protective clothing shields against.

materials such as paint. HAZ-MAT substances are absorbed within the bodies of the granules, leaving their exteriors dry. Users sweep, vacuum or shovel away the granules after five minutes; they're reusable until they're saturated, says Cyril Matter, Barco president.

Neely feels firms may neglect the educational aspects of HAZ-MAT.

"Employees must know what the equipment is for and how to use it," he says. "If you have a spill and if nobody's around who's been trained to use your HAZ-MAT response materials, it's time to call the fire department." ■

For More Information

Barco Products Co.	Circle 15
Lab Safety Supply	Circle 16
3M	Circle 17

Sam Hall programs a TrueAlarm smoke sensor's ID code; next he'll program the 8001 panel to recognize the code.

it's in the alarm mode.

Harriman City Hospital is constructing a new, four-story building which opens in August. It will accommodate expanded surgical and emergency departments, and add another 27 patient rooms. The expansion won't present any challenges for Hall or the system.

One of the beauties of the system is ease of adding on. The hospital will add another 80 or so devices — that includes smoke sensors, pull stations and flow switches for sprinklers.

Harriman City Hospital's fire safety commitment extends beyond state-of-the-art technology. Employees participate in fire safety seminars twice monthly. Attendance is mandatory, and influences performance evaluations. —

Brenda Moss ■

For More Information

Simplex Time Recorder	Circle 11
Other Selected Addressable	
Analog System Providers:	
Cerberus Pyrotronics	Circle 12
Fike Corp.	Circle 13
Notifier	Circle 14



Lab Safety Supply's Polyzorb Hazardous Chemical Spill Response Kit includes coveralls, gloves, goggles, spill control pillows and bags for quick response to a hazardous liquid spill.

Photo courtesy of Lab Safety Supply, Janesville, Wis.

SECURITY ACCESS CONTROL

Survey: Access Card Users to Get Smarter

Nearly all access system buyers reap the benefits they expected when they

installed their most recent purchase, finds *The U.S. Market for Electronic Access Control Equipment* (#A2522), a new survey from Frost & Sullivan International, New York City.

All buyers cite an increase in security following an access control purchase, the study says. Another 45 percent experience an improved audit trail, and 19 percent enjoy reduced access control-related costs with their new purchase.

Frost & Sullivan estimated the total

U.S. electronic access control equipment market at \$322 million in 1991. The firm forecasts growth to \$420 million in 1995. The largest market segment is card technologies — at \$237 million in 1991 and a projected \$288 million in 1995.

When looking at the card access menu, Frost & Sullivan finds a trend which moves away from barcodes and magnetic stripes toward proximity and smart cards. New card-based systems will appear, the study predicts, some of which may incorporate biometric technologies to enhance security. Some video-based identification card manufacturers already incorporate fingerprints with photos and text.

Among biometric technologies, the survey most favors retinal scanning — mostly for its reliability: Chance of error is one in a million for a single-eye system. Although Frost & Sullivan views the biometric segment as small — and rates technologies such as fingerprint and vein pattern as inaccurate or futuristic — the firm's researchers say biometric sales make up the fastest growing segment of the access control market, predicting that annual sales will grow from \$20 million in 1991 to \$40 million in 1995.

For More Information

Frost & Sullivan Intl.

Circle 54

GET SECURITY MANAGEMENT SOLUTIONS — FROM YOUR VIDEO IMAGING SYSTEM.

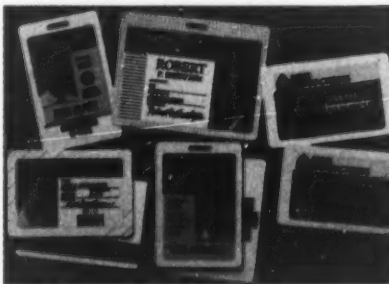
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ACCESS PURCHASES: REASONS AND RESULTS

Why do buyers initiate access control purchases?

Government regulations

14%

To decrease access-related incidents

54%

As an "insurance policy"

31%

Do access control systems provide buyers' anticipated benefits?

Yes

90%

No

7%

Systems exceed expectations

2%

Source: Frost & Sullivan

Buyers usually get the quality and capability they bargained for when it comes to access purchases.

SECURITY MONITORING

use the system to protect physical assets," says Stroop.

There are much larger markets that will gain from the hospital ground-breaking.

On the consumer side, tags, on-site readers and a telephone connection vastly extend home alarm monitoring. In business, sized-down tags or piggy-backing with bar code may control factory and office equipment. — **Bill Zalud**

For More Information

Wandalert	
from D/A Technology	Circle 205
Accutech from Innovative Control Systems, Inc.	Circle 206
SEKURMED from Security Tag Systems	Circle 207
AP600 System from Sensormatic Electronics Corp.	Circle 208

Proper Equipment Fights False Alarms

Knowing how to properly use a security system composed of reliable equipment may be the best insurance against false alarms.

In a new survey from the Alarm Industry Education and Research Foundation, security-installing companies selected the most effective ways to prevent false alarms. Sixty-one percent pointed to training the customer on system use, and 59 percent to selecting reliable equipment.

If problems develop with equipment in the security systems they install, companies in the survey say they drop the equipment and notify suppliers. Forty-four percent say dropping problematic equipment is one of the

Taking Care of Baby

The joy of childbirth is shattered 12 to 18 times a year when a newborn is kidnapped from a hospital, says John Rabun of the National Center for Missing and Exploited Children (NCMEC). With 4.1 million U.S. births annually, it's a very rare threat. So — beyond the personal tragedy — why is so much attention paid to this problem?

Linda Glasston, president of the International Association for Healthcare Security and Safety (IAHSS), tells me the threat transcends its rarity because of the total vulnerability of the newborn child.

NCMEC, with the Federal Bureau of Investigation, IAHSS and others, formulated baby-protection guidelines, including use of technology to protect newborns. Infant protection systems are now being installed at healthcare institutions. Not new to the security marketplace, many derive from electronic article surveillance, common in retail.

These systems sound an alarm if a newborn is removed from a designated area. Major players include: Sensormatic Electronics Corp.; Security Tag Systems; D/A Technology, a distributor of Cotag products; and

Innovative Control Systems. Each takes a slightly different approach; these systems also vary in price.

Still the question remains: Is it cost effective to install such systems if the likelihood of kidnapping is so small? As one manufacturer told me, "With the litigation climate...it could be a very expensive — as well as tragic — lesson to be learned."

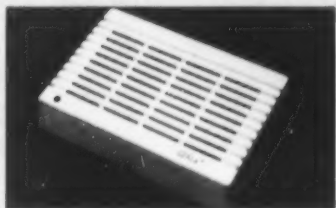
Of course, these systems do not replace security awareness and training of nursing staff or a solid security response plan in the event of an attempted kidnapping. They don't necessarily deter litigation if the worst happens. Instead, the technology enhances good security and awareness programs with the aim of more efficient and timely emergency response.

During a time when systems and technology advances explode in the security marketplace almost daily, it's good to see we can intelligently and compassionately protect our smallest and most vulnerable human beings. — **Sam Martin is president of Martin Security Resources, Duncanville (Dallas), Tex., and has served in security management positions at healthcare facilities.**



Sam Martin

On the Market



Carbon monoxide alarming is the aim of the COStar Model 9a-i System from Quantum Group, Inc. The system includes a biometric sensor that responds to carbon monoxide in much the same way that a human body does: reading both the amount of carbon monoxide in the air and the time duration of the exposure.

For information circle **201**

The SAFECOM SC 2004 from American Circuit Vision, Inc., is a low-cost, two-way radio frequency (RF) backup system which provides information on the status of the telephone line as well as four additional zones of alarm information. The SC 2004 is a very compact unit. The panel can be 3 1/4-inch by 7 inches by 1 inch. Other offerings: communications panels and receivers.

For information circle **202**

A wireless system — the 4000b from Code-Alarm/ISI — combines programmable features of the company's 4000i with ease-of-installation features of the 4000 Series. A compact panel has a built-in backup and digital communicator, scan deterrence, code-learning to eliminate DIP switches, 26 zone operation, arming/disarming reports.

For information circle **203**

Flood and earthquake control systems from A&W Industries, Inc., can protect a small business, remote offices and executive residences from these rare but damaging threats. Quake Control operates via an adjustable motion detector, electronic control box and solenoid valve and connects to the main gas pipe between the meter and facility. Flood Control shuts off the water.

For information circle **204**

SECURITY MONITORING

most effective ways to prevent false alarms.

More than 96 percent of responding companies say they use one or more of these methods of preventing false alarms.

There's less consensus about alarm verification. Depending on the type of business and the nature of the threats against it, security-installing companies may recommend that an alarm signal be verified before police are dispatched to the scene. If an alarm is generated inadvertently by a system user, the user can cancel the alarm — using an agreed-upon procedure — and prevent an unnecessary call to police. Three in four companies use this method to prevent false alarms, according to the survey. And 28 percent consider it one of the most effective preventive measures.

The survey is part of a major effort by the Alarm Industry Research and Education Foundation (AIREF) to support the industry's fight against false alarms. Security-installing companies participating in the survey are members of the National Burglar and Fire Alarm Association, the Washington, D.C. organization representing 2,500 installing companies nationwide.

Charlie Darsch, AIREF president and national accounts manager, Aritech Corp., says survey results suggest several tips to help businesses.

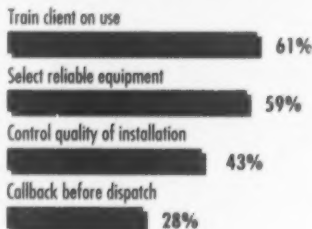
Check periodically to be sure that all persons authorized to operate security systems can handle the job comfortably, and without mistakes. Ask the installing company to train or re-train personnel, as necessary.

If problems develop with the equipment, cooperate with the installing company in replacing and upgrading components. Recent improvements have eliminated many ambient and environmental problems.

Consider alarm verification as an option, where appropriate. It can add a measure of effectiveness to security systems and keep a little mistake from wasting police resources.

For more information on the False Alarm Prevention Coalition, contact the Alarm Industry Research and Education Foundation in care of NBFAA, 7101 Wisconsin Ave., Suite 1390, Bethesda, MD 20814-4805; phone (301) 907-3202. To receive future updates on the coalition's effort, circle 209 on the reader service card. — **Susan Whitehurst, contributing editor** ■

Most Effective Steps To Prevent False Alarms



Reliable alarm equipment and proper operation at a business site are two factors that reduce false alarms.

Pendant Monitoring For Battered Women

A breakthrough program, first announced in Tampa and then in Jacksonville, Fla., aims at providing security technology to assist in the protection of battered women. The initial Tampa project is supported by ADT Security Systems, the Hillsborough County Sheriff's Office and The Spring, a local agency for abused women.

Home and Personal Monitoring

Called AWARE (Abused Women's Active Response Emergency), the program places security systems and emergency necklace pendants in the residences of up to 24 battered or abused women in Hillsborough County, Fla., for a six month trial.

"To our knowledge, this has never been tried in the U.S.," says Hillsborough County Sheriff Walter C. Heinrich. "(We) are convinced that it will curtail domestic violence crimes that occur in the Tampa area each year."

In a three-month period in 1991, nine of 13 homicides in the county were due to domestic violence. It's a tragic trend seen throughout the United States as women, even under court-ordered protection, are attacked and killed.

Dual-emergency Coverage

The Spring, founded in Tampa 15 years ago, is the busiest of Florida's 29 domestic violence shelters. It will select the first 12 women to participate in the AWARE program. ADT will install security systems in each home and provide

the women with emergency necklace pendants. When activated, the pendants, which feature dual emergency buttons, send a silent alarm to ADT's customer service center.

If a woman involved in the program feels she is in imminent danger, she presses either the pendant or the emergency button on the security system panel mounted in her home. The 1½-inch pendants feature dual-emergency buttons. ADT dispatchers then alert the appropriate law enforcement officials — either the Hillsborough County Sheriff's Office or the Tampa, Temple Terrace or Plant City Police — that an AWARE call has been received.

Stalking Threats

"These women left the shelter with an injunction for protection — that's a civil no-contact order — against their assailants. The women who have received the AWARE pendants have stayed at the shelter and are at grave risk, but living in the community," explains Mabel H. Bexley, executive director of The Spring. "For these women to have a pendant and security system, it's a godsend." ■

For More Information

ADT Security Systems Circle 245
The Spring Circle 246

Users to Blame For Alarm Problems

Three-quarters of all false alarms from monitored security and fire systems are caused by customers — commercial/corporate and residential users, according to a survey by the Central Station Alarm Association (CSAA) of Bethesda, Md.

Using a detailed survey conducted over a two-week period, the trade association also found members believe 15 percent of false alarms are caused by factors such as line and weather problems, and 9 percent by equipment.

The overwhelming majority of customer-caused false alarms are errors arming or disarming or a customer accidentally tripping a hold-up device or the alarm system itself.

False alarms triggered by equipment were most often the fault of an unknown motion detector, A/C power failures, unknown smoke alarms, dead batteries or out-of-date equipment. ■

SECURITY OFFICERS

Canine Patrol Firearms Alternative

Butterworth Hospital, Grand Rapids, Mich., met its security challenge by hiring a different type of security officer — a guard dog.

"We had been looking at ways to proactively address crime rates in Grand Rapids," says James Moore, Butterworth's director of guest services. "We've had some officers assaulted. We briefly considered arming our officers, but we decided on Rottweilers instead. You can't call a bullet back, and weapons don't always deter people. Dogs, on the other hand, generate a primal gut reaction from people. They're far more effective."

Guard dogs in hospitals: The concept is fairly new, and may even border on controversial, given recent press covering problems with canines in law enforcement. Butterworth, however, has enjoyed nothing but positive results by going to the dogs.

"We went to great lengths to choose a breed that would be good for a hospital setting," Moore says. "Rottweilers are fairly tranquil and obedient, really affectionate with kids, but protective if their master is threatened."

According to Paul Groenendal, trainer for Green-In-Dale Kennels, Rockford, Mich., which supplied Butterworth's

dogs, the Rottweilers undergo stringent conditioning and evaluation before they begin making rounds.

"It's just like when you're hiring a regular officer," Groenendal says. "You want to make sure he has proper training. We put the dog through several situations for high stress, check their disposition and do follow-up work with them even after they're assigned."

The program has shown measured success: Since the addition of the dogs, Butterworth's security incidents have dropped 75 percent.

"It's not that Butterworth is such a terrible place," adds Chip Krieger the hospital's loss prevention operations coordinator. "You read all the time where something happens, and then people spend thousands on security. We wanted to do something before we had a problem. Dogs just make more sense." — **Stephen C. George**

For More Information

Green-In-Dale Kennels Circle 211

Other Guard

Dog Trainers Include:

Asset Protection Circle 212

Team Inc. Circle 213

Global Training Academy Circle 214

Makor Detection Dogs Circle 214

On the Market



The GO-4 from White Bear Sales is a three-wheeled utility vehicle for security patrols. The vehicle features a 63 horsepower, four cylinder, fuel-injected engine, with automatic transmission and automotive transaxle. Standard equipment includes a rear storage box, seat belt, rear-view mirrors, 12-volt battery, horn and electric wiper. The vehicle's frame is constructed of 2 1/2-inch tubular steel and a rust-resistant aluminum body.

For information circle 215

Survey Yields New Results on Officer Turnover, Training

Results of the National Private Security Officer Survey yield a clearer picture and greater understanding of the 900,000-plus security officers estimated to comprise that workforce.

The survey addresses such issues as security officer needs of contracting organization and proprietary employers; budgets and budget changes; shifts in the title of the decision maker contracting the service; and future needs and plans for contracting security officers.

"Hundreds of thousands of people are employed directly or contracted by commercial, corporate and government agencies as security officers," says Bill



In a proactive approach to crime rates in Grand Rapids, Butterworth Hospital added Ninja, a Rottweiler guard dog, to its security force.

SECURITY OFFICERS

Zalud, SECURITY Magazine editor. "It's important to get a better fix on this large employee base."

Diverse Topics Covered

Forty-six percent of the respondents employ contract officers exclusively; 38 percent employ proprietary officers; while 16 percent employ both. The average hourly wage for contract officers is between \$5 and \$7.99; proprietary officers earn between \$6.50 and \$8.99 per hour. The six-page questionnaire also devotes some attention to training and experience; employee turnover; demographics broken down by age, gender and ethnic groups; and company- and government-mandated regulation.

The survey reveals that, among officers:

- 50 percent are under the age of 35,

- 10 percent carry firearms,
- 62 percent work with computers,
- 54 percent are trained in service attitude and
- 22 percent are trained in threat assessment.

Among the decision makers surveyed:

- 75 percent check personal references,
- 24 percent use psychological evaluations,
- 40 percent use drug screening,
- 53 percent believe there will be increased federal regulation of security officers and
- 40 percent favor increased regulation.

Survey Participants

The survey of security directors, facilities managers and plant managers, administered throughout January, was sponsored by a coalition of private security executives, organizations and publications, including: the International Facility Management Association (IFMA); the Committee of National Security

Companies (CONSCO); The Zalud Report security industry trends newsletter; SECURITY Magazine; and the Cahners Exposition Group, sponsor of the International Security Conferences and the Facilities and Security Protection Conference and Business Exposition.

For More Information

CONSCO Circle 217

National Private Security Officer Survey Circle 218

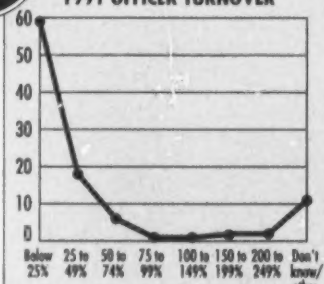
Security Stats Research Available

Starting this month, readers may notice the new "SECURITY Stats" logo, identifying our exclusive research. But SECURITY Stats are more than just the occasional chart or graph; they represent a vast data bank of valuable statistical information that can't be found anywhere else.

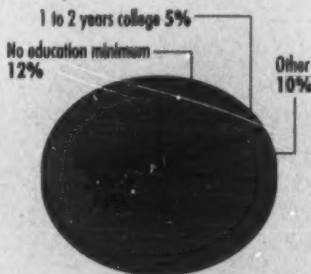
Case in point: the National Retail Security Survey, which provides expansive information on the state of security in the retail industry; and the National Private Security Officer Survey, featuring ground-breaking research into the vast officer industry. Both are available through our reprint department. For more information circle 219.

OFFICER SURVEY RESULTS

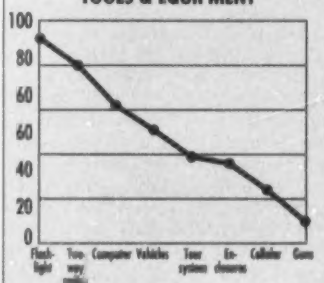
1991 OFFICER TURNOVER



EDUCATIONAL REQUIREMENTS



TOOLS & EQUIPMENT



Source: SECURITY Magazine

INCREASED REGULATION?



The National Private Security Officer Survey drew demographically reflective responses on topics ranging from employee turnover (lower than previously reported) to increasing use of various security products.

In Brief

ABA certifies security officers

The American Bankers Association's (ABA) Institute of Certified Bankers has awarded nearly 200 security officers the Certified Financial Services Security Professional (CFSSP) designation. The certification emphasizes knowledge of Regulation P, among other requirements. For more information, circle 216. □

Officer firm secures supermarket

NESS Corp., a Milford, Conn.-based security services firm, has been hired to provide security at two Shaw's Supermarket locations in New England. □ **Protective service names VP** — Rollins Protective Services, Atlanta, recently named Lyle Bardele as vice president of human resources. Bardele is responsible for developing employment policies and practices.

SECURITY INVESTIGATIONS

Anti-drug Plan Cuts Workers' Comp Costs

Fraudulent workers' compensation claims, an across-the-nation and growing problem faced by human resources and security executives, is preventable to a surprising degree, thanks to programs initially developed to fight employee drug abuse.

"The costs to companies can't be ignored anymore," says David Marosi, president of investigations/consulting firm Marosi & Associates, Portland, Ore. Marosi shares trends and cures for workers' compensation-related "ills" in an exclusive SECURITY Magazine interview.

Q: In the last decade, workers' compensation medical costs have grown at almost twice the rate of other medical expenses. Why?

A: Workers' compensation is the last medical system which bars deductibles and co-insurance. It provides unlimited medical benefits. There is little incentive for employees, physicians and attorneys to help contain costs.

Q: What can companies do to mitigate escalating expenses?

A: An effective multidisciplinary approach is called "Fitness for Duty." Originally developed to control drug abuse, it also reduces accidents, absenteeism and medical benefits costs. Here are the program's components:

- Improve the interview and evaluation processes for new employees and require them to pass a drug screening test.

- Revise company policy to prohibit the abuse of legal and illegal substances on or off the job. All employees should participate in meaningful substance abuse awareness training.

- Institute mandatory drug testing for all employees who have been involved in an accident.

- Hire a competent specialist to investigate all accidents and violations of company policy. In an effort to preserve the facts, don't let too many hours pass between an accident and its investigation.

- Establish and monitor performance standards for safety, absenteeism, discipline, quality and productivity. Document abuses. Be sure discipline is consistent within the organization.

Q: Accidents and injuries will always happen, even if I follow these guidelines. What's some final advice?

A: It's very important to get involved with the injured employee immediately. Some successful programs are based on the notion that employees deserve a visit from the employer if they are injured. Such visits also tend to hasten the end of the disability. ■

In Brief

A newsletter for employment decision makers — *The Workplace and the Law* newsletter offers a free labor and employment law desk reference with new subscriptions. Call (708) 888-8600 for information. □ An appointment at Wells Fargo Investigative Services — Nashville-based Gerald J. Marchi is new vice president and general manager. He's responsible for the unit's corporate investigations services. □ Major recovery for anti-piracy squad — The Motion Picture Association of America's (MPAA) anti-piracy investigators recovered more

then \$16 million worth of pirated videotapes in 1991. Most piracy operations were at the retail level. In other news, MPAA recently appointed Larry E. Rissler as deputy director and special counsel for its worldwide anti-piracy operation. □ New breed of debt collectors — They're professionals who hunt down fathers who don't pay child support. The private collection agencies recently formed a national network, the Child Support Collection Association. The network tracks dead-beat dads from state to state. Dead-beat dads owed \$19 billion by the end of 1989. Debt collectors say the new business will improve their image.

INVESTIGATIONS TRAINING FOR OFFICERS

29%

of security decision makers say their firm's officers receive investigation-related training.

Source: SECURITY Magazine

Investigations is an important — albeit less common — item on the long list of officer training skills.

Mag Stripe Code Stalls Credit Fraud

Visa International and MasterCard are updating their magnetic stripes to cut sophisticated card counterfeiting, SECURITY Magazine has learned.

Executives at MasterCard and Visa view magnetic stripe counterfeiting — a practice which originated in Asia and recently found its way into the U.S. — as representing a major fraud segment.

"With the proliferation of encoding devices and methods and technically competent kids, we see more counterfeiting of this type," says Joel Lisker, senior vice president, security and risk management, MasterCard, New York City.

Perpetrators typically gather credit card data a point of compromise — such as an adult party line — and fax the data worldwide, Lisker says.

Bill Neumann, senior vice president, Visa International, San Francisco, says 50 percent of counterfeiting now involves magnetic stripes.

Both credit giants have solutions. MasterCard has introduced CVC — card validation code — into its magnetic stripe and signature panel. Visa's CVV — card verification value — is another magnetic stripe anti-counterfeit measure. These codes are transmitted during the purchasing authorization process; transactions are denied if the codes are absent or altered. ■

ZALUD REPORT

Trends and directions for buyer planning.

Retail Survey Finds Smart Security Works

Treat employees better. Get tougher and smarter with shoplifters. That's the "one-two" punch that cuts retail losses, according to a ground-breaking national survey of all types of retail operations.

The National Retail Security Survey, reported first at the January National Retail Federation (NRF) conference, was a unique partnership of the NRF; the University of Florida at Gainesville; Loss Prevention Specialists of Winter Park, Fla.; SECURITY Magazine; and The Zalud Report.

Among survey conclusions:

Shrinkage is a manageable problem.

According to Dr. Barton Weitz, the J. C. Penney Eminent Scholar in Retail Management at the University of Flor-

SHRINK BY SOURCE

Employee theft	38%
Shoplifting	26%
Bookkeeping errors	22%
Other	9%
Vendor errors	5%

Source: National Retail Security Survey

While employee theft is the top cause of shrinkage, shoplifting and inventory problems also are important factors.

ida, mean shrinkage is 1.79 percent of gross sales. Weitz, who also is director of the Center for Retailing Education and Research at the University, reports that shrinkage varies by type of retail establishment.

For example, stores selling small electronics and records, classified as Specialty-Other, report the highest shrinkage: 2.28 percent. Grocery stores report the smallest: 1.21 percent.

There are many causes of retail shrinkage. Overall, the three largest causes are employee theft (38 percent), shoplifting (26 percent) and bookkeeping errors (22 percent).

There is no one workable method to reduce losses.

It's a complex problem that involves complex, interrelated factors that work with and, at times, against each other.

"Far too many people (in retail) treat employee theft as a law enforcement, cops-and-robbers type of model," says Dr. Richard Hollinger, professor of sociology at the University of Florida, Gainesville. "All you have to do is keep the bad people out of your store and you won't have problems. But that's not necessarily the case."

USE OF LOSS PREVENTION SYSTEMS

Cables, locks and chains	63%
Visible live CCTV	60%
Observation mirrors	54%
Covert CCTV	44%
Electronic security tags	40%
Merchandise alarms	35%
Security display fixtures	33%
Visible simulated CCTV	25%
Ink/dye tags	8%
Subliminal messaging systems	2%

Source: National Retail Security Survey

Many retail operations use three to five different types of loss prevention systems.

The survey shows less shrinkage at stores where sales associates are compensated at wages higher than what competing stores pay, and where profit-sharing programs are offered. Still, pre-employment screening also is a growing loss prevention strategy.

There is also multiple use of loss prevention systems, ranging from often-used cables, locks and chains to hardly-used subliminal messaging systems.

Within the complex mix of policies and systems used to cut losses, survey researchers are looking at ways to profile categories of retail operations to determine and optimize the mix of people, technology and policies.

A 12-page executive summary, including 25 charts illustrating results, is available to SECURITY Magazine readers at \$5 a copy, prepaid. Contact: National Retail Security Survey, SECURITY Magazine, 1350 East Touhy Ave., Des Plaines, IL 60018. — **Bill Zalud**

SHRINK BY STORE TYPE

Specialty other	2.28%
Specialty apparel	2.00%
Department stores	1.96%
AVERAGE	1.79%
Drug stores	1.77%
Other	1.74%
Specialty hard goods	1.70%
Discount stores	1.65%
Home centers	1.61%
Grocery, etc.	1.21%

Source: National Retail Security Survey

The way store stock is displayed and sold factors into shrinkage differences. Shrink is losses as percent of gross sales.

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